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ABSTRACT

In 1987, a study was conducted by the Richmond Redevelopment and Housing Authority (RRHA) and J. Sargeant Reynolds Community College (JSRCC) to identify the level and kinds of educational training wanted by residents of the Creighton and Hillside public housing developments, the support and assistance RRHA might offer residents to gain employment, and the residents' interest in job skills training. Interview teams, pairing RRHA and JSRCC staff members, surveyed a random sample of 10% of all 790 apartments in the two housing developments. Study findings included the following: (1) of the 79 persons interviewed, 99% were black and 89% were female; (2) 77% had not graduated from high school, and 76% were not employed; (3) though only 25% of the respondents stated that lack of education or training had ever been a stumbling block to a better job, 96% felt that if they had more education they could earn more money; (4) of the 89% of the respondents who expressed an interest in more education, 53% were interested in studying to pass the General Educational Development exam, 64% wanted to take special courses to learn a skill, and 38% were interested in earning a college certificate or associate degree; (5) 79% said they would take classes if they were offered at the housing development; (6) respondents expressed the greatest interest in courses in nursing, child care, computer operations, and data entry, though nearly 50% of the programs selected were from the "Personal Care" category; and (7) problems related to child care and transportation were the major barriers to class attendance. The survey instrument and response data are included. (UCM)

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# THE EDUCATIONAL AND TRAINING NEEDS OF PUBLIC HOUSING RESIDENTS

## A Survey of the Residents in Creighton and Hillside Public Housing Richmond, Virginia

Prepared by the Office of Educational Planning and Research

J. Sargeant Reynolds Community College

for

Richmond Redevelopment and Housing Authority

March 1988

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## I. Introduction

J. Sargeant Reynolds Community College has for many years considered one of its primary goals to be the improvement of the quality of life through education for the citizens of the Richmond area--to ensure that all persons have the opportunity to acquire the skills and knowledge necessary to support themselves in a dignified and responsible manner. To reach this goal the College must from time to time assess the educational needs of its community and even more specifically the needs of particular groups of individuals. It was within this setting that the College welcomed the interest expressed by the Richmond Redevelopment and Housing Authority (RRHA) that a study be conducted to assess the educational and training needs of the public housing community. The College had conducted a similar study in 1977 among the residents of Mosby Court.

The cooperative venture to investigate the educational needs of public housing residents formally got underway with the preparation of a document by the RRHA staff outlining the specific issues that they wished to be addressed by the study. Their intent was for this study to identify for them "the level and kinds of educational training residents want, the support and assistance RRHA might offer residents to gain employment, and resident interest in skills training for employment with RRHA or in the Richmond job market." The study design was the administration of a survey to the residents of the Creighton and Hillside public housing developments. Survey questions were prepared to satisfy both the information requirements of the RRHA and data needs of the College for its educational program planning. Through the joint effort of the RRHA staff and residents and the College staff, the surveys were administered in person to randomly selected residents.

It is with anticipation of an observable personal impact on the educational and training needs of the residents of the public housing community that the survey results are presented to the management of RRHA and the administration of J. Sargeant Reynolds Community College.

## II. Methodology

A draft of the questionnaire to be used in the survey was prepared by the College. After this instrument was reviewed by the staff at RRHA and final alterations were made, an Interviewer Orientation and Training Workshop was held in September 1987 at the Calhoun Community Center. Dr. William Harris, a consultant for the RRHA, led this training session for residents and College personnel who would be conducting the survey in the two housing developments. Techniques of interviewing and a role play of an interview were demonstrated by Dr. Harris.

Interviewers were divided into eleven teams which consisted of a JSRCC staff member paired with an RRHA resident community aide. Each needs assessment survey team was responsible for completing seven or eight interviews. An address list of those households to be interviewed contained second and third address choices for each interview in the event that there was no one home at the first choice address or the resident did not wish to participate. Instructions were also provided for selecting the particular person to be interviewed within the household to get a representative distribution of age ranges of both males and females.

The study was designed to randomly sample 10% of all 790 apartments in the Creighton and Hillside public housing developments. A total of seventy-nine completed surveys were obtained. Households to be interviewed were randomly selected, stratified by apartment size. Interviews were conducted in September and October and the completed questionnaires were submitted to JSRCC Office of Educational Planning and Research for analysis the second week of October.

## III. Results

### Respondent Demographics

Of those 79 persons surveyed 99% were black and 89% were female. It was expected that the number of males surveyed would be small as males in the age groups included in this study, according to data

supplied by the RRHA, make up only 22% of the total population of both developments. Ages of those persons surveyed were: 16-22 year olds, 27%; 23-30 year olds, 31%; 31-45 year olds, 21%; 46-55 year olds, 8%; and 56 years of age or over, 14%. Seventy-seven percent of the respondents were not high school graduates, 10% were high school graduates, and 13% had some college education. Seventy-six percent reported that they were not working.

## Educational Needs and Interests of Residents

Question 1 of the survey was intended to determine if residents have ever had the experience of being denied a job or a promotion due to a lack of education or training. Only 25% of those surveyed stated that a lack of education or training had ever been a stumbling block to a better job. It is certainly possible that for at least some of the other 75% who have never been turned down for a job or promotion because of a lack of education they simply have never risked applying for these jobs. Additional education or job skills training would give these particular individuals the confidence they need to aspire to better jobs.

The purpose of Question 2 was to determine whether the residents believed that there was a direct relationship between the amount of education they have and the amount of money they earn. An overwhelming majority of those surveyed (96%) believe that if they had more education they could earn more money. Education is certainly viewed by almost all residents as a stepping stone to higher personal income.

When residents were asked if they would like to receive more education or training (see Question 3), 89% replied "Yes". Those who said "Yes" were then asked what level of educational training they were interested in (more than one answer was allowed); 53% were interested in studying to pass the GED exam, 64% were interested in taking special courses to learn a skill, and 38% were interested in taking courses leading to a college certificate or associate degree. The level of educational training desired by each age group is presented in Table I.

**Table I**
**Level of Educational Training Desired**
**by Age Group**

| AGE GROUP | GED | | SKILL | | COLLEGE | | OTHER | |
|---|---|---|---|---|---|---|---|---|
| | % | N | % | N | % | N | % | N |
| 16-22 | 68.4 | 13 | 57.9 | 11 | 47.4 | 9 | 0.0 | 0 |
| 23-30 | 45.5 | 10 | 63.6 | 14 | 36.4 | 8 | 9.1 | 2 |
| 31-45 | 46.2 | 6 | 69.2 | 9 | 38.5 | 5 | 0.0 | 0 |
| 46-55 | 66.7 | 2 | 100.0 | 3 | 66.7 | 2 | 0.0 | 0 |
| 56 & OVER | 37.5 | 3 | 50.0 | 4 | 12.5 | 1 | 25.0 | 2 |
| Total all Age Groups* | 53.0 | 35 | 63.6 | 42 | 37.9 | 25 | 6.1 | 4 |

Taking special courses to learn a skill was the response given most often by all age groups combined followed closely by studying to pass the GED exam. When broken down by age groups the 16-22 year olds prefer studying to pass the GED exam while all other age groups prefer learning a skill.

Questions 6 and 7 of the survey were designed to determine at what location residents would prefer to take academic classes or training courses. Of those surveyed 79% responded that they would take classes if they were given at their development, 79% stated that they would take classes at JSRCC (8th and Jackson Streets), and 65% said that they would take classes at an RRHA Resource Center. However, when asked to specify the one location where they would prefer to take classes 53% selected their development, 38% selected JSRCC, and 9% selected the RRHA Resource Center.

*Total respondents is greater than sum of the age groups because one person did not give his/her age.

## Employment Skills Training Needs and Interests of Residents

The purpose of Question 4 was to determine which areas of training are of most interest to residents. Each respondent was allowed to select a maximum of three areas. The top areas selected are listed below in rank order:

Nursing
Child Care in Homes or in Centers
Operating a Computer
Data Entry for Computers
Beautician/Nail Sculpturing
Food Service for Hotels/Restaurants
Housekeeping for Homes or Hotels
Clerical/Secretarial
Accounting/Bookkeeping

Of interest, although not clearly evident from the data presented here, is the fact that nearly 50% of all selections were from Group C, the "Personal Care" category (see survey form in Appendix A), nearly 39% of all responses were from Group B, the "Business" category, while only 12% of the responses were from Group A, the "Technical Skills" areas of training.

Nursing was the most frequently selected category. However, more information is needed to determine the specific level of nurse's training the residents would be interested in, i.e. nursing assistant, licensed practical nurse (LPN), or registered nurse (RN). Professional nursing, licensed practical nursing, and nursing aides/orderlies are listed in Virginia Occupational Employment Projections 1990 as three of several specific occupations with the largest number of total job openings in Virginia for the period 1980-1990. Also listed as having large numbers of job openings are accounting clerks, secretaries, and bookkeepers. See Table II for a complete list of expected growth rates and annual average job openings for the occupational areas of greatest interest to residents.

## Table II

### Expected Growth Rate and Average Annual Job Openings for the Period 1980-1990 for Virginia and Richmond Metropolitan Area[a]

| Occupational Area | Virginia | | Richmond | |
|---|---|---|---|---|
| | % Increase or Decrease | Average[b] Annual Job Openings | % Increase or Decrease | Average[b] Annual Job Openings |
| **Nursing** | | | | |
| Professional Nurses | 48.1 | 2,297 | 49.9 | 424 |
| Licensed Practical Nurses | 41.4 | 961 | 40.1 | 166 |
| Nursing Aides/Orderlies | 46.6 | 1,787 | 43.2 | 267 |
| **Child Care In Homes or Centers** | | | | |
| Child Care in Homes | 20.7 | 155 | 51.4 | 46 |
| Child Care Attendants | 48.0 | 32 | 44.2 | 5 |
| Child Care Workers | 44.8 | 271 | 33.3 | 41 |
| **Operating a Computer** | 64.5 | 450 | 66.5 | 74 |
| **Data Entry for Computers** | | | | |
| Key Punch Operators | -6.1 | 143 | -7.3 | 23 |
| **Beautician/Nail Sculpturing** | | | | |
| Hair Dressers | 19.6 | 427 | 59.2 | 103 |
| Manicurists | 21.2 | 8 | 64.7 | 2 |
| **Food Service Hotels/Restaurants** | | | | |
| Food Service Workers | 37.3 | 9744 | 36.9 | 1375 |
| Cooks, Restaurants | 36.3 | 501 | 34.8 | 68 |
| Kitchen Helpers | 36.4 | 1232 | 35.7 | 178 |
| **Housekeeping for Homes/Hotels** | | | | |
| Housekeeping for Homes | 33.1 | 45 | 66.3 | 12 |
| Housekeepers, Hotel & Motel | 45.1 | 116 | 44.3 | 16 |
| **Clerical/Secretarial** | | | | |
| Clerical Workers | 23.8 | 26,196 | 24.4 | 4421 |
| Secretaries | 36.6 | 4749 | 37.8 | 746 |
| **Accounting/Bookkeeping** | | | | |
| Accounting Clerks | 18.6 | 1015 | 18.2 | 167 |
| Bookkeepers | 21.1 | 2275 | 19.4 | 351 |

[a]The Richmond Metropolitan Area includes the counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan and the city of Richmond.

[b]Average annual job openings include openings due to growth and labor force separation. Separations include job openings resulting from death, retirement, and other reasons for leaving the labor force; it does not include job openings due to labor turnover and/or occupational mobility.

The absence of what can be considered male-oriented areas (Group A "Technical Skills") from the list of most desired areas of training given on page 5 is explained by recalling that only 11 percent of the respondents were male. The training areas most often selected by males are:

Auto Repair
Bricklaying
Accounting/Bookkeeping
Operating a Computer

The average annual job openings for auto repair for the period 1980-1990 in the Richmond Metropolitan Area is 116, and for bricklaying, 19. The average annual openings for accounting/bookkeeping and operating a computer are 518 and 74 respectively.

It is important to note that occupations which have large expected growth rates do not necessarily provide large numbers of job openings. For example, in the Richmond Metropolitan area manicurists has an expected growth rate of 64.7% but only 2 job openings per year; clerical workers, however, has an expected growth rate of 24.4% but provides 4421 openings per year.

Residents' motivation or enthusiasm towards the idea of receiving job skills training appears high. An overwhelming majority (89%) of those surveyed reported that they would like to receive more education or training. When expanded to the entire adult population of Creighton and Hillside public housing developments this represents a significant number of individuals who would like some type of continuing education. Furthermore, when residents were asked if they would take classes even if there were no one to help them find a job afterward, 93% stated that they would take the courses anyway.

Although not directly addressed by the survey, the importance of certification or other documentation indicating "successful completion of training" or "achievement" in a specific skill area to resident

participation in a job training program may be inferred from the responses to Question 3. Far more persons are interested in acquiring marketable job skills than obtaining a certificate or document. (see Table I).

## Job Placement Services and Interests of Residents

Questions 8 through 10 ask about residents' desire for and use of job placement services. Residents overwhelmingly indicated (85%) that they would like help in finding a job or getting a better job. Yet only 27% knew that RRHA has such a service. A majority, 56%, stated that RRHA did not have job referral or placement services. Of those who knew about the RRHA services, 58% had used them; 33% of those that used the services reported they had gotten jobs using the services. This equates to 16% of all respondents having used the services and 5% of all respondents having gotten a job through the RRHA service.

Sources of employment information used most frequently, in rank order are:

Newspaper
Friends or Family
Virginia Employment Commission (VEC)

## Barriers to Resident Participation in Continuing Education

Problems related to babysitting (49%) and transportation (40%) were the major reasons given by Creighton and Hillside residents which might keep them from taking educational courses or training. Additional reasons include fear of losing benefits (16%), the belief that they had been out of school too long (16%), and not knowing enough about what RRHA had to offer (16%).

## IV. Highlights

- Ninety-six percent of those surveyed believe that if they had more education they could earn more money.

- Eighty-nine percent of those surveyed said that they would like to receive more education.

- Over 60% of those surveyed would like to take special courses to learn a skill while over 50% would like to study to pass the GED exam.

- Eighty-five percent of those surveyed said they would like help finding a job or getting a better job but only 27% knew that RRHA has job location/placement assistance services.

- Problems related to babysitting (49%) and transportation (40%) were the major reasons given by respondents for not being able to take classes.

- Fifty-three percent of those surveyed prefer to take classes in their own development, 38% prefer JSRCC, and 9% chose the RRHA Resource Center.

Appendix A

## Educational and Training Needs Survey for RRHA Residents

Respondent demographics:

A. Race: Black [99%] White [1%] Other[ ]

B. Sex: Male [11%] Female [89%]

C. Age: 16-22 [27%] 23-30 [31%] 31-45 [21%]
46-55 [8%] 56 or over [14%]

D. Educational level attained:

Below high school graduate [77%]
Highest grade completed 10th [23%]
number

High school graduate [10%]

Some college [13%]

College graduate [ ]

E. Employment status:

Working [24%]

Not Working [76%]

1. Have you ever asked for a job, or tried to get a promotion where you worked, and you were turned down because you didn't have enough education or didn't have the right kind of skills?

YES [25%] NO [75%]

Comment: _____

_____

_____

2. Do you believe that, if you had more education or training, you could earn more money to support yourself and your family?

YES [96%] NO [4%]

Comment: _____

_____

_____

3. Would you like to receive more education or training?

YES [89%] NO [12%] If answer is NO, go to question 8.

If YES: Which of the following would you be interested in? You may choose as many as you wish. Then go to question 4.

Studying to pass the GED exam [53%]

Taking special courses to learn a skill [64%]

Taking courses leading to a college certificate or associate degree [38%

Other [6%] _____

4. What type of job skills training or area of education would you be interested in? Select three skill or educational areas most preferred.

**Note: Numbers in the brackets refer to the percent of respondents who selected this particular job area as one of their choices. Persons could select as many as three areas of interest.**

**A**

[5%] Auto repair
[2%] Appliance Repair
[6%] Bricklaying
[2%] Building Maintenance
[3%] Carpentry
[0%] Heating and Air Conditioning
[0%] Lawn care/groundskeeping
[5%] Machine Repair
[2%] Plumbing
[0%] Refrigeration
[3%] TV/radio repair
[0%] Welding
[3%] Other _____

**B**

[10%] Accounting/Bookkeeping
[12%] Clerical/Secretarial
[18%] Data Entry for Computers
[3%] Establishing a Business
[5%] Management/Supervision
[24%] Operating a Computer
[6%] Sales
[5%] Other _____

**C**

[16%] Beautician/Nail Sculpturing
[25%] Child Care in homes or in centers
[0%] Dental Assisting
[16%] Food service for hotels/restaurants
[13%] Housekeeping for homes or hotels
[27%] Nursing
[3%] Sewing/Tailoring
[2%] Other _____

5. Suppose there were no one to help you find a job (or a better job) after you take educational or training courses, would you take them anyway?

YES [93%] NO [7%]

Comment _____

_____

6. Would you take academic classes or training courses if they were given at:

Creighton Court/Hillside Court? (Their residence court)

YES [79%] NO [11%] MAYBE [11%]

An RRHA resource center which will be located at 210 Hospital Street?

YES [65%] NO [19%] MAYBE [16%]

J. Sargeant Reynolds Community College (8th & Jackson Streets, near the Coliseum)?

YES [79%] NO [13%] MAYBE [8%]

Comment: _____

_____

7. Where would you prefer to take academic classes or training courses? (Name one only)

Residence Court [53%] RRHA Resource Center [9%]

J. Sargeant Reynolds Community College [38%]

8. Would you like help in finding a job or getting a better job?

YES [85%] NO [15%]

Comment: _____

_____

9. Does the RRHA have a job referral or placement service (an office or person who will help you get a job)?

YES [27%] NO [56%] DON'T KNOW [17%]

If YES: Have you used this service?

YES [58%] ↓

Did you get a job through the referral service?

YES [33%] NO [67%]

NO [42%] ↓

Why did you not use the service?

_____

_____

10. Where do you usually look for information about job openings? Name as many as you wish. **% refers to percent of respondents.**

[7%] RRHA referral service

[3%] Department of Social Services

[9%] Housing Management Office

[34%] Virginia Employment Commission (VEC)

[65%] Newspaper

[51%] Friends or family

[5%] Private employment agencies

[0%] Church

[7%] School

[13%] Other _____

11. What things might keep you from taking any educational courses or training? Give as many reasons as you wish. **% refers to percent of respondents.**

9% Don't have the time.

49% Babysitting problems.

40% Would have transportation problems.

7% Would worry about my safety going to and from classes.

16% Might lose benefits (food stamps, social security payments, or welfare payments) if I got a job or a better job.

9% I don't have the proper clothes to wear.

16% I've been out of school too long.

4% Don't think I could learn new things.

3% Might not know anyone in the classes.

3% Would be too embarrassed because of the way I talk and write.

0% My friends would think I was trying to act better than they or trying to get ahead of them.

4% Don't believe anyone really cares about helping me get more education or training or a better job.

16% Don't know enough about what training programs RRHA will offer or about the RRHA job placement service.

3% Training programs don't match my career goals or interests.

24% Other _____

_____

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
EDUCATIONAL AND TRAINING NEEDS SURVEY
QUESTION ANSWERS BY COURT

Appendix B

COURTID=CREIGHTON COURT

| RACE | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| BLACK | 43 | 100.0 | 43 | 100.0 |

| SEX | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| FEMALE | 36 | 81.8 | 36 | 81.8 |
| MALE | 8 | 18.2 | 44 | 100.0 |

| AGE | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| 16-22 | 12 | 27.9 | 12 | 27.9 |
| 23-30 | 9 | 20.9 | 21 | 48.8 |
| 31-45 | 9 | 20.9 | 30 | 69.8 |
| 46-55 | 5 | 11.6 | 35 | 81.4 |
| 56 OR OVER | 8 | 18.6 | 43 | 100.0 |

| ED_LEVEL | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| BELOW HS GRAD | 38 | 86.4 | 38 | 86.4 |
| HS GRADUATE | 5 | 11.4 | 43 | 97.7 |
| SOME COLLEGE | 1 | 2.3 | 44 | 100.0 |

HIGHEST GRADE COMPLETED

| HIGRAD | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| . | 6 | . | . | . |
| 2 | 1 | 2.6 | 1 | 2.6 |
| 3 | 1 | 2.6 | 2 | 5.3 |
| 4 | 1 | 2.6 | 3 | 7.9 |
| 5 | 1 | 2.6 | 4 | 10.5 |
| 6 | 2 | 5.3 | 6 | 15.8 |
| 7 | 3 | 7.9 | 9 | 23.7 |
| 8 | 5 | 13.2 | 14 | 36.8 |
| 9 | 10 | 26.3 | 24 | 63.2 |
| 10 | 5 | 13.2 | 29 | 76.3 |
| 11 | 9 | 23.7 | 38 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
EDUCATIONAL AND TRAINING NEEDS SURVEY
QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

EMPLOYMENT STATUS

| EMPLOY | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| WORKING | 10 | 22.7 | 10 | 22.7 |
| NOT WORKING | 34 | 77.3 | 44 | 100.0 |

Q1.TURNED DOWN LACK OF EDUCATION/SKILLS

| Q1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| YES | 7 | 15.9 | 7 | 15.9 |
| NO | 37 | 84.1 | 44 | 100.0 |

Q2.IF MORE EDUCATION-EARN MORE MONEY

| Q2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 42 | 97.7 | 42 | 97.7 |
| NO | 1 | 2.3 | 43 | 100.0 |

Q3.WOULD LIKE MORE EDUC/TRAINING

| Q3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 35 | 81.4 | 35 | 81.4 |
| NO | 8 | 18.6 | 43 | 100.0 |

Q3.WHICH ARE YOU INTERESTED IN

| Q3A1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 12 | . | . | . |
| STUDYING FOR GED | 18 | 56.3 | 18 | 56.3 |
| LEARN A SKILL | 8 | 25.0 | 26 | 81.3 |
| COLLEGE COURSES | 4 | 12.5 | 30 | 93.8 |
| OTHER | 2 | 6.3 | 32 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
EDUCATIONAL AND TRAINING NEEDS SURVEY
QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

| Q3A2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 28 | . | . | . |
| LEARN A SKILL | 11 | 68.8 | 11 | 68.8 |
| COLLEGE COURSES | 5 | 31.3 | 16 | 100.0 |

| Q3A3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 38 | . | . | . |
| COLLEGE COURSES | 6 | 100.0 | 6 | 100.0 |

| Q3A4 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 44 | . | . | . |

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4RES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 11 | . | . | . |
| AUTO REPAIR | 2 | 6.1 | 2 | 6.1 |
| APPLIANCE REPAIR | 1 | 3.0 | 3 | 9.1 |
| BRICKLAYING | 2 | 6.1 | 5 | 15.2 |
| CARPENTRY | 1 | 3.0 | 6 | 18.2 |
| MACHINE REPAIR | 1 | 3.0 | 7 | 21.2 |
| TV/RADIO REPAIR | 1 | 3.0 | 8 | 24.2 |
| OTHER | 2 | 6.1 | 10 | 30.3 |
| ACCOUNTING/BOOKK | 3 | 9.1 | 13 | 39.4 |
| CLERICAL/SECRETA | 5 | 15.2 | 18 | 54.5 |
| DATA ENTRY FOR C | 3 | 9.1 | 21 | 63.6 |
| OPERATING A COMP | 2 | 6.1 | 23 | 69.7 |
| SALES | 1 | 3.0 | 24 | 72.7 |
| BEAUTICIAN/NAIL | 2 | 6.1 | 26 | 78.8 |
| CHILD CARE IN HO | 4 | 12.1 | 30 | 90.9 |
| FOOD SERVICE FOR | 3 | 9.1 | 33 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4ARES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 14 | . | . | . |
| BUILDING MAINTEN | 1 | 3.3 | 1 | 3.3 |
| CARPENTRY | 1 | 3.3 | 2 | 6.7 |
| MACHINE REPAIR | 1 | 3.3 | 3 | 10.0 |
| TV/RADIO REPAIR | 1 | 3.3 | 4 | 13.3 |
| DATA ENTRY FOR C | 3 | 10.0 | 7 | 23.3 |
| OPERATING A COMP | 5 | 16.7 | 12 | 40.0 |
| BEAUTICIAN/NAIL | 2 | 6.7 | 14 | 46.7 |
| CHILD CARE IN HO | 2 | 6.7 | 16 | 53.3 |
| FOOD SERVICE FOR | 4 | 13.3 | 20 | 66.7 |
| HOUSEKEEPING FOR | 3 | 10.0 | 23 | 76.7 |
| NURSING | 6 | 20.0 | 29 | 96.7 |
| SEWING/TAILORING | 1 | 3.3 | 30 | 100.0 |

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4BRES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 38 | . | . | . |
| MACHINE REPAIR | 1 | 16.7 | 1 | 16.7 |
| FOOD SERVICE FOR | 2 | 33.3 | 3 | 50.0 |
| HOUSEKEEPING FOR | 2 | 33.3 | 5 | 83.3 |
| OTHER | 1 | 16.7 | 6 | 100.0 |

Q5.TAKE CLASSES EVEN IF NO JOB HELP

| Q5 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 8 | . | . | . |
| YES | 32 | 88.9 | 32 | 88.9 |
| NO | 4 | 11.1 | 36 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

Q6.WOULD YOU TAKE COURSES AT YOUR COURT

| Q6 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 13 | . | . | . |
| YES | 26 | 83.9 | 26 | 83.9 |
| NO | 3 | 9.7 | 29 | 93.5 |
| MAYBE | 2 | 6.5 | 31 | 100.0 |

Q6.WOULD YOU TAKE CLASSES AT RRHA

| Q6A | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 15 | . | . | . |
| YES | 22 | 75.9 | 22 | 75.9 |
| NO | 4 | 13.8 | 26 | 89.7 |
| MAYBE | 3 | 10.3 | 29 | 100.0 |

Q6.WOULD YOU TAKE CLASSES AT JSRCC

| Q6B | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 11 | . | . | . |
| YES | 25 | 75.8 | 25 | 75.8 |
| NO | 5 | 15.2 | 30 | 90.9 |
| MAYBE | 3 | 9.1 | 33 | 100.0 |

Q7.WHERE DO YOU PREFER TO TAKE CLASSES

| Q7 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 12 | . | . | . |
| RESIDENCE COURT | 16 | 50.0 | 16 | 50.0 |
| RRHA RESOURCE CT | 4 | 12.5 | 20 | 62.5 |
| JSRCC | 12 | 37.5 | 32 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

Q8.WOULD YOU LIKE HELP FINDING JOB

| Q8 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 2 | . | . | . |
| YES | 32 | 76.2 | 32 | 76.2 |
| NO | 10 | 23.8 | 42 | 100.0 |

Q9.DOES RRHA HAVE JOB REFERRAL PLACEMENT

| Q9 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 11 | 25.6 | 11 | 25.6 |
| NO | 20 | 46.5 | 31 | 72.1 |
| DON'T KNOW | 12 | 27.9 | 43 | 100.0 |

Q9.HAVE YOU USED THIS SERVICE

| Q9A | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 34 | . | . | . |
| YES | 7 | 70.0 | 7 | 70.0 |
| NO | 3 | 30.0 | 10 | 100.0 |

Q9.DID YOU GET JOB THROUGH THE SERVICE

| Q9B | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 39 | . | . | . |
| YES | 2 | 40.0 | 2 | 40.0 |
| NO | 3 | 60.0 | 5 | 100.0 |

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QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

Q10.WHERE DO YOU FIND JOB INFORMATION

| Q10RES1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| RRHA REFERRAL SE | 2 | 4.9 | 2 | 4.9 |
| DEPT OF SOCIAL S | 2 | 4.9 | 4 | 9.8 |
| HOUSING MANAGEME | 2 | 4.9 | 6 | 14.6 |
| VIRGINIA EMPLOYM | 12 | 29.3 | 18 | 43.9 |
| NEWSPAPER | 16 | 39.0 | 34 | 82.9 |
| FRIENDS OR FAMIL | 4 | 9.8 | 38 | 92.7 |
| OTHER | 3 | 7.3 | 41 | 100.0 |

| Q10RES2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 17 | . | . | . |
| VIRGINIA EMPLOYM | 4 | 14.8 | 4 | 14.8 |
| NEWSPAPER | 6 | 22.2 | 10 | 37.0 |
| FRIENDS OR FAMIL | 14 | 51.9 | 24 | 88.9 |
| SCHOOL | 1 | 3.7 | 25 | 92.6 |
| OTHER | 2 | 7.4 | 27 | 100.0 |

| Q10RES3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 33 | . | . | . |
| NEWSPAPER | 3 | 27.3 | 3 | 27.3 |
| FRIENDS OR FAMIL | 3 | 27.3 | 6 | 54.5 |
| PRIVATE EMPLOYME | 2 | 18.2 | 8 | 72.7 |
| OTHER | 3 | 27.3 | 11 | 100.0 |

Q11.WHAT KEEPS YOU FROM TAKING CLASSES

| Q11RES1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 10 | . | . | . |
| NO TIME | 3 | 8.8 | 3 | 8.8 |
| BABYSITTING PROB | 14 | 41.2 | 17 | 50.0 |
| TRANSPORTATION P | 9 | 26.5 | 26 | 76.5 |
| DON'T HAVE PROPE | 1 | 2.9 | 27 | 79.4 |
| MIGHT NOT KNOW A | 1 | 2.9 | 28 | 82.4 |
| DON'T KNOW ENOUG | 2 | 5.9 | 30 | 88.2 |
| OTHER | 4 | 11.8 | 34 | 100.0 |

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QUESTION ANSWERS BY COURT

COURTID=CREIGHTON COURT

| Q11RES2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 26 | . | . | . |
| BABYSITTING PROB | 1 | 5.6 | 1 | 5.6 |
| TRANSPORTATION P | 6 | 33.3 | 7 | 38.9 |
| WORRY ABOUT SAFE | 1 | 5.6 | 8 | 44.4 |
| MIGHT LOSE BENEF | 4 | 22.2 | 12 | 66.7 |
| BEEN OUT OF SCHO | 3 | 16.7 | 15 | 83.3 |
| EMBARRASSED ABOU | 1 | 5.6 | 16 | 88.9 |
| NO ONE REALLY CA | 1 | 5.6 | 17 | 94.4 |
| DON'T KNOW ENOUG | 1 | 5.6 | 18 | 100.0 |

| Q11RES3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 33 | . | . | . |
| WORRY ABOUT SAFE | 1 | 9.1 | 1 | 9.1 |
| MIGHT LOSE BENEF | 3 | 27.3 | 4 | 36.4 |
| DON'T HAVE PROPE | 1 | 9.1 | 5 | 45.5 |
| BEEN OUT OF SCHO | 1 | 9.1 | 6 | 54.5 |
| THINK I CAN'T LE | 3 | 27.3 | 9 | 81.8 |
| PROGRAMS DON'T M | 1 | 9.1 | 10 | 90.9 |
| OTHER | 1 | 9.1 | 11 | 100.0 |

| Q11RES4 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 38 | . | . | . |
| DON'T HAVE PROPE | 2 | 33.3 | 2 | 33.3 |
| BEEN OUT OF SCHO | 2 | 33.3 | 4 | 66.7 |
| MIGHT NOT KNOW A | 1 | 16.7 | 5 | 83.3 |
| DON'T KNOW ENOUG | 1 | 16.7 | 6 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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COURTID=HILLSIDE COURT

| RACE | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| BLACK | 33 | 97.1 | 33 | 97.1 |
| WHITE | 1 | 2.9 | 34 | 100.0 |

| SEX | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| FEMALE | 34 | 97.1 | 34 | 97.1 |
| MALE | 1 | 2.9 | 35 | 100.0 |

| AGE | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| 16-22 | 9 | 25.7 | 9 | 25.7 |
| 23-30 | 15 | 42.9 | 24 | 68.6 |
| 31-45 | 7 | 20.0 | 31 | 88.6 |
| 46-55 | 1 | 2.9 | 32 | 91.4 |
| 56 OR OVER | 3 | 8.6 | 35 | 100.0 |

| ED_LEVEL | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| BELOW HS GRAD | 23 | 65.7 | 23 | 65.7 |
| HS GRADUATE | 3 | 8.6 | 26 | 74.3 |
| SOME COLLEGE | 9 | 25.7 | 35 | 100.0 |

HIGHEST GRADE COMPLETED

| HIGRAD | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| . | 12 | . | . | . |
| 5 | 2 | 8.7 | 2 | 8.7 |
| 7 | 2 | 8.7 | 4 | 17.4 |
| 8 | 3 | 13.0 | 7 | 30.4 |
| 9 | 3 | 13.0 | 10 | 43.5 |
| 10 | 9 | 39.1 | 19 | 82.6 |
| 11 | 4 | 17.4 | 23 | 100.0 |

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QUESTION ANSWERS BY COURT

COURTID=HILLSIDE COURT

EMPLOYMENT STATUS

| EMPLOY | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| WORKING | 9 | 26.5 | 9 | 26.5 |
| NOT WORKING | 25 | 73.5 | 34 | 100.0 |

Q1.TURNED DOWN LACK OF EDUCATION/SKILLS

| Q1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| YES | 13 | 37.1 | 13 | 37.1 |
| NO | 22 | 62.9 | 35 | 100.0 |

Q2.IF MORE EDUCATION-EARN MORE MONEY

| Q2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| YES | 33 | 94.3 | 33 | 94.3 |
| NO | 2 | 5.7 | 35 | 100.0 |

Q3.WOULD LIKE MORE EDUC/TRAINING

| Q3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| YES | 34 | 97.1 | 34 | 97.1 |
| NO | 1 | 2.9 | 35 | 100.0 |

Q3.WHICH ARE YOU INTERESTED IN

| Q3A1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| STUDYING FOR GED | 17 | 50.0 | 17 | 50.0 |
| LEARN A SKILL | 13 | 38.2 | 30 | 88.2 |
| COLLEGE COURSES | 3 | 8.8 | 33 | 97.1 |
| OTHER | 1 | 2.9 | 34 | 100.0 |

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| Q3A2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 19 | . | . | . |
| LEARN A SKILL | 10 | 62.5 | 10 | 62.5 |
| COLLEGE COURSES | 5 | 31.3 | 15 | 93.8 |
| OTHER | 1 | 6.3 | 16 | 100.0 |

| Q3A3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 33 | . | . | . |
| COLLEGE COURSES | 2 | 100.0 | 2 | 100.0 |

| Q3A4 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 35 | . | . | . |

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4RES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| AUTO REPAIR | 1 | 2.9 | 1 | 2.9 |
| BRICKLAYING | 2 | 5.9 | 3 | 8.8 |
| ACCOUNTING/BOOKK | 4 | 11.8 | 7 | 20.6 |
| CLERICAL/SECRETA | 3 | 8.8 | 10 | 29.4 |
| DATA ENTRY FOR C | 3 | 8.8 | 13 | 38.2 |
| ESTABLISHING A B | 1 | 2.9 | 14 | 41.2 |
| MANAGEMENT/SUPER | 2 | 5.9 | 16 | 47.1 |
| OPERATING A COMP | 3 | 8.8 | 19 | 55.9 |
| SALES | 1 | 2.9 | 20 | 58.8 |
| BEAUTICIAN/NAIL | 3 | 8.8 | 23 | 67.6 |
| CHILD CARE IN HO | 6 | 17.6 | 29 | 85.3 |
| HOUSEKEEPING FOR | 1 | 2.9 | 30 | 88.2 |
| NURSING | 3 | 8.8 | 33 | 97.1 |
| SEWING/TAILORING | 1 | 2.9 | 34 | 100.0 |

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COURTID=HILLSIDE COURT

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4ARES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 2 | . | . | . |
| PLUMBING | 1 | 3.0 | 1 | 3.0 |
| DATA ENTRY FOR C | 3 | 9.1 | 4 | 12.1 |
| ESTABLISHING A B | 1 | 3.0 | 5 | 15.2 |
| OPERATING A COMP | 6 | 18.2 | 11 | 33.3 |
| SALES | 2 | 6.1 | 13 | 39.4 |
| BEAUTICIAN/NAIL | 2 | 6.1 | 15 | 45.5 |
| CHILD CARE IN HO | 4 | 12.1 | 19 | 57.6 |
| FOOD SERVICE FOR | 1 | 3.0 | 20 | 60.6 |
| HOUSEKEEPING FOR | 2 | 6.1 | 22 | 66.7 |
| NURSING | 8 | 24.2 | 30 | 90.9 |
| OTHER | 3 | 9.1 | 33 | 100.0 |

Q4.WHAT TRAINING ARE YOU INTERESTED IN

| Q4BRES | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 28 | . | . | . |
| MANAGEMENT/SUPER | 1 | 14.3 | 1 | 14.3 |
| BEAUTICIAN/NAIL | 2 | 28.6 | 3 | 42.9 |
| CHILD CARE IN HO | 1 | 14.3 | 4 | 57.1 |
| FOOD SERVICE FOR | 1 | 14.3 | 5 | 71.4 |
| HOUSEKEEPING FOR | 1 | 14.3 | 6 | 85.7 |
| NURSING | 1 | 14.3 | 7 | 100.0 |

Q5.TAKE CLASSES EVEN IF NO JOB HELP

| Q5 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 33 | 97.1 | 33 | 97.1 |
| NO | 1 | 2.9 | 34 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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COURTID=HILLSIDE COURT

Q6.WOULD YOU TAKE COURSES AT YOUR COURT

| Q6 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 25 | 73.5 | 25 | 73.5 |
| NO | 4 | 11.8 | 29 | 85.3 |
| MAYBE | 5 | 14.7 | 34 | 100.0 |

Q6.WOULD YOU TAKE CLASSES AT RRHA

| Q6A | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 2 | . | . | . |
| YES | 18 | 54.5 | 18 | 54.5 |
| NO | 8 | 24.2 | 26 | 78.8 |
| MAYBE | 7 | 21.2 | 33 | 100.0 |

Q6.WOULD YOU TAKE CLASSES AT JSRCC

| Q6B | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 28 | 82.4 | 28 | 82.4 |
| NO | 4 | 11.8 | 32 | 94.1 |
| MAYBE | 2 | 5.9 | 34 | 100.0 |

Q7.WHERE DO YOU PREFER TO TAKE CLASSES

| Q7 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| RESIDENCE COURT | 19 | 55.9 | 19 | 55.9 |
| RRHA RESOURCE CT | 2 | 5.9 | 21 | 61.8 |
| JSRCC | 13 | 38.2 | 34 | 100.0 |

RICHMOND REDEVLOPMENT AND HOUSING AUTHORITY
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COURTID=HILLSIDE COURT

Q8.WOULD YOU LIKE HELP FINDING JOB

| Q8 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 4 | . | . | . |
| YES | 30 | 96.8 | 30 | 96.8 |
| NO | 1 | 3.2 | 31 | 100.0 |

Q9.DOES RRHA HAVE JOB REFERRAL PLACEMENT

| Q9 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| YES | 10 | 28.6 | 10 | 28.6 |
| NO | 24 | 68.6 | 34 | 97.1 |
| DON'T KNOW | 1 | 2.9 | 35 | 100.0 |

Q9.HAVE YOU USED THIS SERVICE

| Q9A | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 26 | . | . | . |
| YES | 4 | 44.4 | 4 | 44.4 |
| NO | 5 | 55.6 | 9 | 100.0 |

Q9.DID YOU GET JOB THROUGH THE SERVICE

| Q9B | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 31 | . | . | . |
| YES | 1 | 25.0 | 1 | 25.0 |
| NO | 3 | 75.0 | 4 | 100.0 |

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COURTID=HILLSIDE COURT

Q10.WHERE DO YOU FIND JOB INFORMATION

| Q10RES1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| RRHA REFERRAL SE | 3 | 8.6 | 3 | 8.6 |
| HOUSING MANAGEME | 3 | 8.6 | 6 | 17.1 |
| VIRGINIA EMPLOYM | 9 | 25.7 | 15 | 42.9 |
| NEWSPAPER | 14 | 40.0 | 29 | 82.9 |
| FRIENDS OR FAMIL | 4 | 11.4 | 33 | 94.3 |
| PRIVATE EMPLOYME | 1 | 2.9 | 34 | 97.1 |
| OTHER | 1 | 2.9 | 35 | 100.0 |

| Q10RES2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 13 | . | . | . |
| HOUSING MANAGEME | 2 | 9.1 | 2 | 9.1 |
| VIRGINIA EMPLOYM | 1 | 4.5 | 3 | 13.6 |
| NEWSPAPER | 8 | 36.4 | 11 | 50.0 |
| FRIENDS OR FAMIL | 9 | 40.9 | 20 | 90.9 |
| SCHOOL | 1 | 4.5 | 21 | 95.5 |
| OTHER | 1 | 4.5 | 22 | 100.0 |

| Q10RES3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 24 | . | . | . |
| NEWSPAPER | 2 | 18.2 | 2 | 18.2 |
| FRIENDS OR FAMIL | 5 | 45.5 | 7 | 63.6 |
| PRIVATE EMPLOYME | 1 | 9.1 | 8 | 72.7 |
| SCHOOL | 3 | 27.3 | 11 | 100.0 |

Q11.WHAT KEEPS YOU FROM TAKING CLASSES

| Q11RES1 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| NO TIME | 3 | 8.8 | 3 | 8.8 |
| BABYSITTING PROB | 15 | 44.1 | 18 | 52.9 |
| TRANSPORTATION P | 4 | 11.8 | 22 | 64.7 |
| WORRY ABOUT SAFE | 1 | 2.9 | 23 | 67.6 |
| BEEN OUT OF SCHO | 1 | 2.9 | 24 | 70.6 |
| NO ONE REALLY CA | 1 | 2.9 | 25 | 73.5 |
| DON'T KNOW ENOUG | 2 | 5.9 | 27 | 79.4 |
| OTHER | 7 | 20.6 | 34 | 100.0 |

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| Q11RES2 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 19 | . | . | . |
| BABYSITTING PROB | 3 | 18.8 | 3 | 18.8 |
| TRANSPORTATION P | 5 | 31.3 | 8 | 50.0 |
| WORRY ABOUT SAFE | 1 | 6.3 | 9 | 56.3 |
| MIGHT LOSE BENEF | 2 | 12.5 | 11 | 68.8 |
| DON'T HAVE PROPE | 1 | 6.3 | 12 | 75.0 |
| BEEN OUT OF SCHO | 2 | 12.5 | 14 | 87.5 |
| DON'T KNOW ENOUG | 1 | 6.3 | 15 | 93.8 |
| OTHER | 1 | 6.3 | 16 | 100.0 |

| Q11RES3 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 22 | . | . | . |
| TRANSPORTATION P | 3 | 23.1 | 3 | 23.1 |
| WORRY ABOUT SAFE | 1 | 7.7 | 4 | 30.8 |
| MIGHT LOSE BENEF | 1 | 7.7 | 5 | 38.5 |
| DON'T HAVE PROPE | 1 | 7.7 | 6 | 46.2 |
| EMBARRASSED ABOU | 1 | 7.7 | 7 | 53.8 |
| NO ONE REALLY CA | 1 | 7.7 | 8 | 61.5 |
| DON'T KNOW ENOUG | 3 | 23.1 | 11 | 84.6 |
| PROGRAMS DON'T M | 1 | 7.7 | 12 | 92.3 |
| OTHER | 1 | 7.7 | 13 | 100.0 |

| Q11RES4 | FREQUENCY | PERCENT | CUMULATIVE FREQUENCY | CUMULATIVE PERCENT |
|---|---|---|---|---|
| NO RESPONSE | 29 | . | . | . |
| MIGHT LOSE BENEF | 1 | 16.7 | 1 | 16.7 |
| BEEN OUT OF SCHO | 2 | 33.3 | 3 | 50.0 |
| DON'T KNOW ENOUG | 1 | 16.7 | 4 | 66.7 |
| OTHER | 2 | 33.3 | 6 | 100.0 |

Appendix C

## JSRCC STAFF SURVEYORS

Zenobia Brooks-Hanna

Martha Green

Mary M. Guines

Joanna Hanks

Wendell Howlette

Naomi Lawhorn

Marian Macbeth

Roland Moore

Melvin Parham

Bob Seay

Betsy Woolf

**RRHA RESIDENT SURVEYORS**

Phyllis Buck

Lillian Christian

Edith Mitchell

Marilyn Olds

Patricia White

Martha Williams

Mildred D. Wright



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